

Problems logging on to update your child's Health Care Form?

We apologize for any inconvenience you may experience trying to log on to update your child's Health Care Form. Let us help you! If you are experiencing a problem with:

1. My username and/or password are not working.

- Contact one of the Preschool/Youth Programming Team members at 614.410.4550. We will be able to provide you the username and troubleshoot to get you logged in.
- If we are unable to get you logged in after providing you the username, we will delete your password information. Please note you WILL NOT lose any information that you previously entered. You will then be instructed to set up a new username and password.

2. My username and password information was reset.

- Log in to the main health care portal: <https://webapps.dublin.oh.us/careportal/>
- Where it reads "If you have not registered for access". Click the word here.
- Enter your DCRC Household ID number, Last Name (capital first letter), & Primary Phone Number (10 digit number, no dashes or parentheses).
- Click on Create Account and set up a new username and password. Write down this information in a secure place so you can refer to it when you need to make any changes to your child's authorized pickup, medications, emergency contacts, etc.
- Return to the main health care portal and sign in with your new username and password.

3. I can't remember my DCRC Household ID number.

- Review the instructions for New Camp Families under the Camp Health Care Form section of our camp webpage: www.dublinohiousa.gov/recreation/camps, or call 614.410.4550.

4. I tried logging in with the correct username and password and I receive an error message, such as: "Membership information cannot be found".

- If your account information was recently reset by one of the Preschool/Youth Programming Team, please close the portal and re-open and/or refresh the link. You may need to clear your browser in order for the updated information to view on your computer.
- Contact one of the Preschool/Youth Programming Team Members for assistance at 614.410.4550.

We greatly appreciate your time in keeping your child safe while in our care!

**Please note that access to the health care form will not work on a mobile device.
Preferred internet browsers to work in are Safari and Firefox.**

